

**D.T.E. 05-18**  
**2004 Annual Service Quality Report**  
**Colonial Gas Company**  
**Section 1 - Form A**

<b>Penalty Provisions</b>	<b>Years in Database (1)</b>	<b>Mean and Benchmark</b>	<b>Performance in 2004</b>	<b>Comments</b>
<b>Telephone Answering Factor - Non Emergency</b>	4		79.46%	Penalty/(Credit)=
Credit Benchmark		83.25%		\$0.00
Mean		81.06%		
Penalty Benchmark		78.87%		
<b>Telephone Answering Factor - Emergency</b>	4		93.02%	Penalty/(Credit)=
Credit Benchmark		96.56%		\$0.00
Mean		93.50%		
Penalty Benchmark		90.43%		
<b>Service Appointments Kept</b>	4		98.94%	Penalty/(Credit)=
Credit Benchmark		99.83%		\$0.00
Mean		95.27%		
Penalty Benchmark		90.72%		
<b>Meter Reads</b>	4		94.07%	Penalty/(Credit)=
Credit Benchmark		96.02%		\$156,954.67
Mean		95.34%		Penalty offset by Response to Odor Calls credit.
Penalty Benchmark		94.65%		
<b>Consumer Division Cases</b>	10		159	Penalty/(Credit)=
Credit Benchmark		124		\$0.00
Mean		157		
Penalty Benchmark		190		
<b>Consumer Division Bill Adjustments</b>	10		\$ 259.92	Penalty/(Credit)=
Credit Benchmark		\$23.59		\$93,079.39
Mean		\$68.19		\$52,473.95 of penalty offset by balance of Response to Odor
Penalty Benchmark		\$112.79		Call credit. Penalty payout balance is \$40,605.
<b>Lost Time Accident Rate</b>	5		2.07	Penalty/(Credit)=
Credit Benchmark		1.31		
Mean		3.23		Calculation includes direct Colonial Gas data
Penalty Benchmark		5.15		and allocation from Corporate Services.
<b>Response to Odor Calls</b>	N/A		95.62%	Penalty/(Credit)=
Credit Benchmark		95.50%		(\$209,428.62)
Mean		95.00%		Credit used to offset 100% of penalty for On Cycle Meter Reac
Penalty Benchmark		94.50%		and \$52,473.95 of penalty for DTE Bill Adjustments.

(1) Years in database = number of years available through 2003.

**D.T.E. 05-18**  
**2002 Annual Service Quality Report**  
**Colonial Gas Company**  
**Section 1 - Form A (Continued)**

<b>Additional Reporting</b>	<b>Years in Database (1)</b>	<b>Mean and Benchmark</b>	<b>Performance in 2004</b>	<b>Comments</b>
<b>Staffing Levels</b>	10	490	1,705	Mean equals calendar year end 1997 employee count. 2004 data reflects total KeySpan MA employees.
<b>Restricted Work Day Rate</b>	5		2.68	Calculation includes direct Colonial Gas data and allocations from Corporate Services.
<b>Property Damage &gt; \$5K (Number)</b>	10		0	See details in Section 3, Attachment 2.
<b>Unaccounted For Gas (Mcf)</b>	10		1.29%	
<b>Capital Expenditures</b>	10			See details in Section 3, Attachment 3.
# Projects			6	
Total \$\$			\$ 22,437,000	
<b>Spare Component and Inventory Policy</b>	N/A			See Section 3, Attachment 4.
<b>Customer Surveys (Scale 1-7)</b>	2			Satisfaction % = customers that responded 5, 6, or 7.
Random			86%	See Section 3, Attachment 5.
Calls			90%	
<b>Accidents</b>	5		2.07	
<b>Customer Service Guarantees</b>	2			
Number			355	
Dollars			\$8,875.00	

(1) Years in database = number of years available through 2003.